

SFD Dispatch Policy and Guideline Manual

Section Title: Administrative

Policy Section: 1

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Effective: August 6, 2008

ADMINISTRATIVE

The purpose of the SFD Dispatch Policy and Guideline Manual is to provide a means of compiling all fire department dispatch policies in a simple, readily accessible manual that is easily updated. Additionally, this manual is to serve as a training and reference guide for the day to day operations of the Springdale Fire Department's Regional Dispatch Center.

The policies in this manual are intended to provide direction and guidance to all dispatchers in a uniform and consistent application. It is impossible to develop a written procedure for every situation. Situations arise that have never occurred before, and therefore require judgement based upon the facts and the availability of resources. In the event a situation arises which is not covered under this manual, the on-duty SFD Shift Commander (Battalion 1) shall be consulted to assist in making an action plan for the situation.

No matter how many automatic computer assisted techniques are used in the SFD dispatch operation, there will always be a human element in all decisions made. Therefore, always err in favor of the patient or situation.

When a dispatcher is assigned to the fire console, it shall be the primary duty for that dispatcher to focus on the fire radio traffic.

It is the responsibility of each dispatcher to be familiar with all policies and to maintain and update their manual.

ORGANIZATIONAL CHART

The SFD organizational Chart is on the following page.

SPRINGDALE FIRE DEPARTMENT

2008 ORGANIZATIONAL CHART

108 Civil Service Line Personnel

5 Civil Service Staff Personnel

4 Civilian Personnel

117 Total Personnel

